

Center of Workforce Innovations, Inc.
Northwest Indiana Regional Operator

Request for Proposals for Data Base Administration & Analysis
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The Center of Workforce Innovations, Inc. (CWI), a Indiana non-profit corporation serves 7 counties in Northwest Indiana as Regional Operator for the Northwest Indiana Workforce Board. The Regional Operator provides staff to the board and operates the Work One Centers located in the region. The State of Indiana currently uses the Track One data system to track all WorkOne customer traffic, activity, and services for the state.

As the Regional Operator, CWI has identified the need to procure TrackOne administration, information management, oversight, and analysis for Region 1. The selected provider should be capable of providing the following services:

1. Act as the Track One Master User for the Region, and
2. Make the appropriate corrections in Track One as approved by the Regional Operator, and
3. Act as the liaison with @Work Solutions and the Indiana Department of Workforce Development, and
4. Work with the Regional Operator to develop customized participant reports to identify performance and activity within the tiers including exits and placements, and
5. Extracting, analyzing and preparing monthly performance reports, and
6. Data base administration, and
7. Assisting the Regional Operator with Track One issues as needed, and
8. Run analytical reports to evaluate trends and error rates by user or by organization, and
9. Make recommendations to CWI President or designee for local policies regarding end user and TrackOne, and
10. Assist with the development and training of field operations, particularly MIS leads within provider organizations, and
11. Serves as a liaison between TrackOne and Local IT Manager, and
12. May need to serve as local help desk for TrackOne or MIS questions for designated organizational leads.
13. Supervise and provide ongoing training to one FTE located in the RO office in Valparaiso Indiana.

When responding to this RFP explain methods and approaches you will use to deliver this work. Key items to reference are:

- Brief explanation of how you envision this role and relationship playing out with CWI and Region 1 staff;

- How you will ensure that all reporting, both routine and ad hoc, will be produced in a timely fashion, generally considered by CWI's definition as 1-2 business days or before any cited deadline;
- How you will work both on and off site in the Regional Operator's Valparaiso office and will work closely with the Vice President of Operations and one FTE already employed by CWI.

Interested parties should submit a proposal that includes the relevant experience of the organization, CV for individual(s) responsible for providing the services, sample reports you have produced including timeframes needed to produce, and fees incorporated into a budget or fee schedule. Please indicate the number of hours anticipated each month along with a cost per hour.

CWI will review proposals based on organizational capacity, experience, and cost. Heavy emphasis (greater than 50% of the overall proposal evaluation) will be placed on the quality of response both for process and timeliness in addition to qualifications and related work (including samples). Budget including fees should be negotiable.

Selection of a successful bidder will be made by August 15th, 2008. A contract will be awarded after successful negotiation with the selected provider.

Proposals submitted electronically to the attention of Linda Woloshansky at lwolo@innovativeworkforce.com or mailed to:

**Center of Workforce Innovations, Inc.
2804 Boilermaker Ct., Suite E
Valparaiso, IN 46383**

Proposals must be received by 3:00 PM CST on Monday, August 11, 2008